



For and about SBA in Region IV

Message from the Regional Administrator

This edition of inside Region IV was intended to have an end-of-the-year focus that included articles celebrating the anniversary of the U.S. Constitution. Then came Katrina.



Like people around the world I watched this disaster unfold on my television; hardly believing the widespread devastation left in the wake of this storm. I came to realize that one painful lesson Katrina would teach us is that preparation is key to minimizing loss and planning is critical to facilitating response and recovery when disaster strikes.

The fact is, even in this post 9/11 world, few of us are truly prepared for disaster. While each of our offices has a Business Resumption Plan in place so that we know how to respond and resume official activities if they are disrupted, I suspect that few of us have individual family action plans.

I encourage you to review the article on disaster preparedness and take advantage of the web sites listed. A little preparation can make all the difference.

No doubt our friends in Florida are old hands at this, but I must recognize MS DD Janita Stewart and her staff for their quick response and hard work in getting the Gulfport office back in operation. Thankfully, all Region IV staff members are safe and have returned to their homes.

Thanks to all those that are supporting disaster recovery, and Happy New Year on October 1!

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When Disaster Strikes Preparing Your Office and Family for the Worst

How prepared are you and your family for a disaster? The devastation left in the wake of hurricane Katrina in Mississippi and Louisiana is a powerful reminder of just how quickly and unpredictably disaster can strike. Particularly in the Southeast where tropical storms, hurricane force winds and tornados seem as common as kudzu, preparation and planning are critical to ensure your family's safety, to minimize your losses, and to assist with prompt and complete recovery should the worst happen.

SBA has increasingly become involved with helping advise small business about how to develop individual disaster preparedness plans. The Agency also has Business Resumption Plans in place for each SBA field office which details an action plan for local staff in the event a disaster disrupts normal operations. It is equally important, however, for each household to be prepared as well. Fortunately there are a host of web sites, including www.ready.gov, www.redcross.org and a site at the University of Florida, <http://disaster.ifas.ufl.edu> which offer great advice on how to ready yourself to respond to disaster. Here is an overview of the basic recommendations. For more information, please check out the websites listed above.

Stay alert: Stay tuned to news and weather reports, particularly when bad weather conditions are predicted.

Assemble a disaster supply kit: Every household should have a basic disaster kit that includes a minimum of:

- 3 gallons of water per person
- Battery operated or self charging radio
- Flashlight
- Extra batteries
- Prescription and non-prescription drugs
- Canned foods
- Manual can opener
- First aid kit
- Bedding
- Toiletries

[See Disaster, page 2](#)

Celebrating the U.S. Constitution

America's foremost document is 218 years old

Contributed by the Atlanta Federal Executive Board

September 17, 2005 represented the 218th anniversary of our nation's founding document. Our U. S. Constitution is one of the most influential legal documents in existence. Since its creation some two hundred years ago countries around the world have used it as a model for their own. It is the central instrument of government and the "supreme law of the land".

The U. S. Constitution was written in 1787 in Philadelphia by the Continental Congress of the new American republic and was officially adopted in 1789. The objective of the writers was to outline the structure of a new, strong central government after the years of weakness and chaos resulting from the preexisting "Articles of Confederation and Perpetual Union" which loosely bound the colonies together since 1778.

The U. S. Constitution outlines the structure and powers of the 3 branches of government (executive, legislative, judicial) and the 3

levels of government (federal, state, local). The fundamental principles of the Constitution are the same today as when it was written:

- Establish a government with three separate branches, each serving as a check and balance to the others.
- The U.S. Constitution is the supreme law of the land
- All persons as equal before the law
- The Constitution may be amended by agreement of two thirds of the states



George Washington Presided at the First Continental Congress

The U. S. Constitution has had 27 amendments. The Bill of Rights, the first 10 amendments to the

Constitution, were adopted in 1791 in order to meet demands

for the signature of Massachusetts and other states to the constitution.

Test your knowledge of the Constitution, take the quiz on page 4 and check out the link on the SBA Employee Gateway page for more interesting facts on the U.S. Constitution.

Preparing for Disaster

(continued from page 1)

Disaster Kit Continued:

- Tools (hammer, wrench, screwdrivers)
- Special items for young children
- Special items for older adults
- Plastic container and plastic bags

Have a family disaster plan:

- Discuss what each family member should do in case of disaster
- Plan for both day and night time hours
- Develop a family communication plan
- Identify persons that all family members should contact in case of separation
- Keep in mind that local ground and cell service may be interrupted.
- Plan for the possibilities of staying put or having to evacuate.

Protect valuable records in water/fire proof box

- Birth certificates
- Social Security cards
- Passports
- Property records
- Household inventory
- Auto records
- Pet vaccination records

Prepare for your family pets:

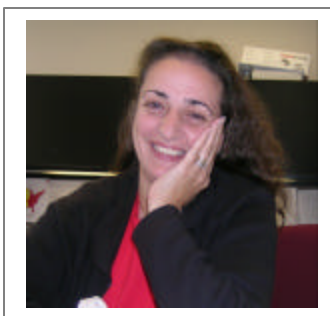
- Have a pet carrier for each pet
- Secure vaccination records with other valuable records
- Have collars and leashes for each pet
- Have dry or canned food extra water in disaster kit.

Dalal Henan

Georgia IT Specialist Understands the Significance of Citizenship

For Computer Specialist Dalal Henan, citizenship holds a special meaning. Born in Zerka, Jordan, Dalal immigrated to the U. S. with her family when she was 14. While recalling her native country as being very beautiful, her most vivid memories are of what it was like to be part of a religious minority. Although Jordan was not officially hostile to Christians, religious diversity was not encouraged. Outside of the classroom Dalal did not interact with neighbors or other children. Life was focused on extended family and church. When her father, a member of the Jordanian Military, came to the U.S. for training, he saw that life here offered much more opportunity. After working to secure visas for 7 years, Dalal's parents moved with their four children to the U.S., settling in New Jersey to be close to relatives.

Both excited and frightened, Dalal recalls the striking differences in how she was received at her new school in New Jersey. Neither she nor her siblings spoke English. "The teachers were so helpful. Everyone worked with us to help us understand the lessons. A cousin at the same school was even called in to translate to make things easier." The family eventually moved to Maryland where Dalal attended college and earned her technology certification. She joined SBA as a consultant in 1995 and became an Agency employee in 1998. She, husband Ed and daughters Samantha and Elizabeth moved to Atlanta in 2000 when Dalal became the DO IRM.



Family is top priority for Dalal and her husband. They want to ensure that their daughters understand the value freedom offers. The family is very involved in their church and manages to vacation together at least once a year, enjoying one of the family friendly ocean liners, trips to Disney world, and even a trip to Egypt and Jordan in 2001.

Today Dalal wears multiple hats and is involved in a wide range of district office activities. Assigned to the M & O Division, she continues to devote the bulk of her time to keeping the computer systems up and running; supporting both the District and Region. A trained loan officer, Dalal helps the finance division with loan processing. She provides training and database development for the marketing division and occasionally helps with the offices extensive marketing efforts. Her design for an activities tracking system recently got a "Best Practices" recognition during a QSR.

America was and still is the land of opportunity for Dalal Henan. She believes that all of us should "be thankful for what we have and not take our country for granted." Growing up in another culture has given Dalal a true appreciation for the freedoms and choices American citizenship offers. She knows first hand that the American system, like no other, recognizes and rewards hard work.

2005 Staff Transitions

- o Karen Cook AL– IT Specialist/PIO - Retired
- o Gail Dean AL– Acting Chief FD - Retired
- o Donna Duke AL– Acting AO – Deceased
- o Georgia Smith GA– Paralegal - Retired
- o Dixie Raney KY – IT Specialist – Retired
- o Paul Arrington N. FL – Leg. Coun.– Retired
- o John C. Carroll N FL – Info Tech – Retired
- o Ron Ammerman N FL – Sup. BDS - Retired
- o Paul Dunkleberger TN – EDS – Retired
- o Donald Winters TN - EDS – Retired

- o Dorothy Mechling SC – AO- Retired
- o Floyd Johnson SC – BOS – Retired
- o Norman Lobban S FL– BOS – Retired
- o John Geis S FL – Sup BOS – Retired
- o Joan Matos S FL - BOS- Retired
- o Dawn Hill S FL – BDS – Retired
- o Billie Anderson SFL – BDS – to MI DO
- o Katherine McLeod MS – Leg Coun.– Retired
- o Carol Rains NC– AO – Retired
- o Gary Borchart NC – Lead M&O – Retired
- o Glenn Harris NC – BDC – From Neb. DO

Are You Behaving Like a Professional?

On-the-job Behaviors that can Make or Break the Agency's Public Image and Your Career

Everything we do in the workplace shapes both the public image of SBA and our individual reputations as professionals. Be it the attitude you display when interacting with co-workers or the general public, the respect you show others or the way you dress, you and the Agency are constantly being evaluated and measured. We all know that fair or not, federal employees suffer from a sometimes less than favorable public image that has in many ways contributed to the generally poor image of the federal government in general.

The way we respond to our co-workers and partners is of equally significance as we work to shape the image of the Agency and build on our own personal reputations as professionals.

As the agency continues to streamline operations, it has become increasingly important that every member of the SBA team recommit themselves to an even higher standard of professional conduct and behavior. As the fiscal year draws to a close, take time to assess your own habits and behaviors and consider those of your co-workers. Based on those observations, develop a personal code of professionalism and a plan for individual professional growth. The following may be helpful as you begin that process:

Attitude is everything: Work to foster positive communications with customers and co-workers. Be flexible and accepting of change and manage stressful situations in positive and constructive ways.

Communicate like a professional: Be conscious of your written and oral communications with co-workers and customers. Practice positive, assertive and concise, communication skills. Use good grammar, spelling, and punctuation.

Show respect for others: Be sensitive to others timeframes and deadlines; return your phone calls timely. Follow the chain of command. Listen to other viewpoints and respect diversity. Meet your own deadlines; others may be depending on you in order to complete their own work.

Personal Responsibility: Be aware of your strengths and weaknesses. Demonstrate initiative. Respect and maintain confidentiality. Dress professionally. Be punctual. Follow SBA's Code of Ethics.

Be a team player: Work to achieve team goals. Anticipate the needs of your customers and co-workers. Assist with problem resolution. Go the extra mile to achieve goals, improve your own performance, and resolve issues for SBA customers.

The Constitutional Quiz....

Questions are True or False

1. The First Amendment to the constitution, giving women the right to vote, was ratified in 1832.
2. Prior to passage of the 17 Amendment in 1913, US Senators were appointed by State Legislatures.
3. The Constitution originally limited presidents to a maximum of four consecutive terms.
4. Thomas Jefferson was known as the father of the Constitution.
5. A person must have been a citizen for at least 20 years to be appointed Chief Justice of the U.S.
6. The separation of church and state is provided for in the 4 Amendment to the Constitution.

See bottom of next page for answers....

PHOTO FILE

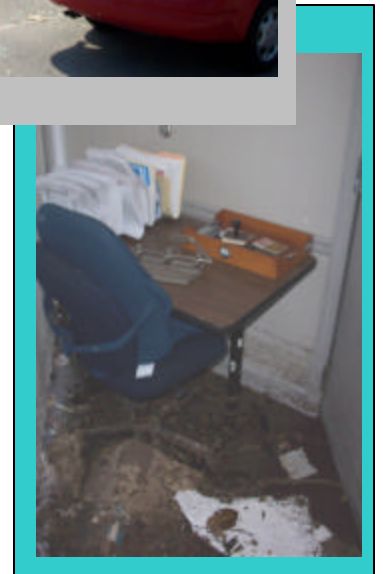
Disaster in Gulfport

Photos Contributed by:
The Mississippi District Office



Clockwise from top left:

- A destroyed business near Gulfport
- Power Generators for sale along the road
- MS DD Janita Stewart surveys damage outside the Gulfport Branch, including the totaled GSA car on right.
- Mud and Muck covering the floor, furniture, and equipment of the Gulfport Branch after the flood waters receded.
- MS DO Staff don boots, gloves, and masks before beginning the recovery of equipment from the branch office



Got a shot to share,
Send it to david.perry@sba.gov
along with a description of the
picture.

Constitution Quiz Answers
All answers are false except #2